



VISION STATEMENT

"We will establish and maintain an innovative statewide 21st century information technology application that aids child welfare stakeholders in assuring the safety, permanency, and well-being of children at risk of abuse and neglect."

The agile approach to software design and development adopted in November 2015 has fundamentally changed how the Child Welfare Services New System (CWS-NS) Project, hereinafter referred to as "Project", will approach its goal of ensuring the safety, permanency and well-being of California's children. Rather than procuring a single monolithic, one-time solution, we will instead develop and integrate a suite of digital services through which we can deliver continually-improving support and assistance, that will aid state and county workers to effectively engage and assist children and families.

HIGHLIGHTS

On January 10, the Project held its first quarterly stakeholder forum that included nearly 200 county, federal and state officials and technology industry representatives who participated in a day-long conference at CWDS headquarters and via web conference. Project executives provided a comprehensive update which included data in the below report, including the January announcements of two new vendors to work on the Certification, Approval and Licensing services (CALs) design and development team and provide implementation services for the Intake Digital Service.

The Project, in partnership with the California Department of Technology, continues to work on a refresh of the Agile Development Pre-Qualified Vendor Pool (ADPQ). In February, a Request for Offer (RFO) will be released to increase the current pool of 11 agile vendors up to 30. The pool was originally established in July 2016 to identify and hire experts in agile development, while reducing time and administrative costs.

The Project continues to work toward its first major release milestone, scheduled for March 6, that will include system deployment for a select group of participants in core counties to access the system. Release 1 represents the first time participating case workers will have login access, in the New System, to live statewide data with enhanced search capabilities. As part of the agile approach, users will continue to provide rapid feedback and help design the system to reduce risk and enhance functionality.

On February 8, CWDS staff will preview the launch of Release 1 with a solution demo via webcast. Stakeholders and the public can watch the demo online by visiting www.cwds.ca.gov.

KEY PROJECT MILESTONES

Milestone	Baseline Finish Date	Actual Finish Date	Status	Notes
Procure Intake Implementation Contract*	Dec 2016	1/13/2017	Completed	The Intake Implementation contract was awarded to OnCore Consulting, LLC and the contract amount is \$852,628. The vendor will assist counties, state and tribal Child Welfare Agencies with transitioning from the legacy Child Welfare Services/Case Management System (CWS/CMS) to CWS-NS.
Procure CALS Development Contract*	Dec 2016	1/5/2017	Completed	The CALS Development contract was awarded to Cambria Solutions, Inc. and the contract amount is \$733,440. The vendor will design and develop the CALS solutions to meet the needs of the CWS-NS users.
Procure Technology Platform 2 Contract*	Feb 2017	-	In Progress	The Technology Platform 2 vendor will provide design and development services to extend and enhance the CWS-NS API and provide data access services to legacy and new data stores, common business services (e.g., business rules, workflow), and information exchange

Milestone	Baseline Finish Date	Actual Finish Date	Status	Notes
				interfaces to the customer facing digital services (e.g., CALS). The RFO was released on 12/15/16. Two addenda and responses to vendors' questions were released that further clarified requirements in the RFO. Offers were received and assessments began at the end of January.
Release 1 (R1)	Mar 2017		In Progress	Engaged Core Counties to identify county Subject Matter Experts for Release 1 implementation. Continue to complete user stories for R1 and plan for release execution.
Procure DevOps 1 - DevOps Services Contract*	May 2017	-	In Development	The DevOps 1 vendor will develop DevOps in collaboration with the existing CWS-NS DevOps Engineering team to support the ongoing development of the CWS-NS. The RFO was developed and is currently in review.
Procure DevOps 2 - Help Desk Support Contract*	May 2017	-	In Development	The Help Desk Support services will develop a new Service Desk support model that provides quicker response times to user problems, with clear procedures for whom to contact when a service is unavailable. The RFO was developed and is currently in review.
Procure Case Management Development Contract*	May 2017	-	In Development	The Case Management Development services will design and develop solutions for maintaining case records. The RFO was developed and is currently in review.
Procure Technology Platform 3 Contract*	May 2017	-	In Development	The Technology Platform 3 services will extend and enhance the existing technology platform currently being developed by Taborda Solutions. The development of the RFO was developed and is currently in review.
Release 2 (R2)	Jun 2017		In Development	Preparatory work in progress for Release 2 planning
Procure Implementation 2 - Implementation Services Contract*	Jul 2017	-	In Development	The Implementation 2 services will prepare counties and tribes for the rollout of at least two Digital Services (CALS and Case Management). The RFO is in development.
Procure Implementation 2 - Organizational Change Management (OCM) Services Contract*	Jul 2017	-	In Development	The OCM Services will assist end users at the state, county, and tribal levels to make the transition from existing legacy to the new CWDS digital service environments. OCM will prepare individuals to successfully adopt and utilize changes to their system functionality and environments. The RFO is in development.
Procure Implementation 2 - Training Development Services Contract*	Aug 2017	-	In Development	The Training Development Services will develop the required training materials to successfully train the county, state, and tribal CWS agencies for the transition from the current legacy CCWS/CMS to the CWS-NS. The RFO is in development.
Procure Implementation 2 - Training Delivery Services Contract*	Aug 2017	-	In Development	The Training Delivery Services will provide training to county, State, and Tribal CWS agencies to assist them in making the transition from the current legacy CWS/CMS to the CWS-NS. The required services include providing "Train-the-Trainer" (TTT) services which will provide the knowledge necessary for county trainers to deliver training to other end users. The RFO is in development.

*Procurements leverage the Agile Development Pre-Qualified Vendor Pool

DIGITAL SERVICE UPDATE

Digital Service	Progress to Date
The Technology Platform digital service encompasses the delivery of system software, security, cloud-based technical infrastructure, and communications infrastructure to support all CWDS digital services. The API digital service will also establish development, continuous integration, and testing standards for all other digital service teams to follow.	<ul style="list-style-type: none"> Built performance and integration mainframe environments with OTech assistance. Created the authentication and authorization framework that will interact with the CDSS SAF system (named Perry). Created the first external interface to the Address Validation Service using the Smarty Streets product. Delivered more R2 functionality in support of Intake user stories. Created ability to run performance tests in anticipation of March go-live. Helped deliver a working integration environment.
The Intake digital service will provide county Child Welfare Agencies an easy to navigate and efficient way to record and access information regarding child abuse, neglect, exploitation allegations, investigative findings and outcomes.	<ul style="list-style-type: none"> Held Intake breakout presentation for the Quarterly Stakeholder Forum. Increased Core County engagement frequency of involvement in the project. Developed the basic demographics of a person and searching for a person Intake features. Collaborated with DevOps and Technology Platform 1 to build the settings for the integration environment. Completed the first "end- to-end" test in the integration environment.
The Certification, Approval and Licensing Services (CALS) digital service will provide state and county licensing and approval staff and managers with a simple and efficient tool for facility licensing, certifying and resource family home approval.	<ul style="list-style-type: none"> Onboarded Cambria Solutions with the CALS Design and Development team. Convened four day training and discovery workshops with Cambria Solutions, Core Counties representatives, and Community Care Licensing Division.
The Case Management digital service will provide county Child Welfare Agencies a comprehensive, automated case management system that fully supports the child welfare practices and incorporates the functional requirements mandated by federal regulations.	<ul style="list-style-type: none"> In active procurement for the first two Case Management development vendors.
The Resource Management digital service will provide caseworkers a single, integrated database to search for goods or services that have been purchased or contracted out so clients can receive proper assistance in the most efficient and effective manner.	<ul style="list-style-type: none"> Pending
The Court Processing digital service will enable CWDS to exchange data with court systems.	<ul style="list-style-type: none"> Pending
The Eligibility digital service will provide an automated solution to determine Title IV-E eligibility.	<ul style="list-style-type: none"> Pending
The Financial Management digital services will provide an automated solution necessary to ensure accurate and timely financial record and transaction authorization, processing and reconciliation.	<ul style="list-style-type: none"> Pending

STAFFING VACANCY

Current Vacancy rate: 14 %

Current Vacancies: 20 of 138 CWDS positions (includes consultant positions)

Entity	Classification/Title	Date Vacant	FFD	# of Days Vacant	Efforts / Notes
OSI-Procurement	Sr. ISA / Analyst	11/01/15	10/05/16	457	Job offer was made. Start date is 2/1/17.
OSI-DevOps Engineering	SSS III	04/01/16	07/21/16	305	Routing for approval prior to posting.
OSI-BFR	Sr. ISA	04/01/16	08/05/16	305	Working with HR on recruitment package.

Entity	Classification/Title	Date Vacant	FFD	# of Days Vacant	Efforts / Notes
OSI-Legacy Application Design	Data Processing Manager I	06/01/16	TBD	244	Recruitment package is at Agency for review.
OSI-Legacy Web	APA	07/25/16	Until filled	190	No viable candidates from interviews. Position has been readvertised.
OSI-Legacy Web	Student Assistant	09/01/16	Until filled	144	Job offer was made. Start date was 1/23/17.
OSI-Legacy Web	Student Assistant	09/01/16	Until Filled	152	No viable candidates from interviews. Continuing recruitment efforts.
CDSS-Business Services	OT	09/30/16	01/23/17	123	No viable candidates from interviews. Position has been readvertised.
OSI-Procurement	SSA (.5 position)	10/10/16	08/03/16	113	Pending ELT discussion/approval.
OSI-Communications	Staff Information Systems Analyst	12/01/16	TBD	61	Pending ELT discussion/approval.
OSI-Legacy	Senior Information Systems Analyst	1/11/17	TBD	20	Duty statement to be reviewed and discussed.
OSI-Legacy	Data Processing Manager III	1/17/17	TBD	14	Duty statement to be reviewed and discussed.
OSI-Legacy	Data Processing Manager IV	1/30/17	TBD	1	Duty statement to be reviewed and discussed.
CDSS-Business Services	OT	06/01/15	09/02/16	610	Last candidate did not pass the background test. Position will be re-advertised.
CDSS-Communications	AGPA	07/18/16	TBD	197	Last set of candidates did not meet the minimum qualifications. Position will be readvertised.
CDSS-Program/Policy	SSC III	10/15/16	TBD	108	Pending ELT discussion/approval.
CDSS-Business Services	AGPA	11/01/16	TBD	91	Job offer was made. Start date is 2/1/17.
CDSS-CALS	SSM II / Performance Analyst	11/30/16	TBD	38	Reviewing current duty statement.
CWDA-29	County Consultant/Social Services-Foster Care/Eligibility	07/01/16	Until Filled	183	No viable candidates from interviews. Continuing recruitment efforts.

RISKS

For this reporting period, there is currently one (1) high priority risk to report.

Risk Description	Impact Description	Response Plan
The Application Program Interface (API) team will make changes to mainframe data when new applications are deployed to production. These changes may result in some part of the new system impacting current system functionality or operations.	<p>Potential system outage or broken functionality within the CWS/CMS application.</p> <ol style="list-style-type: none"> Existing contract requires IBM to support system availability including problems introduced by integrating CWS-NS into the legacy CWS/CMS database. This means they are already contractually required to assist in the triage and repair of issues (data or other) introduced by CWS-NS. A contract amendment will be signed in January 2017 to include a new "technical support" bucket that will replace the existing interim agreement providing 6,000 consulting hours, and removing the cap. 	DGS has signed off on a non-competitive bid (NCB) for the existing M&O IBM contract. This will provide \$2.5 million for CWS-NS related support if needed.

ISSUES

For this reporting period, there are currently two (2) high priority issues being tracked and managed on the project.

Issue	Impact	Status
CWS-NS Implementation Advance Planning Document (IAPD) does not describe a Statewide Automated Child Welfare Information System (SACWIS) compliant Title IV-E Eligibility determination process.	If the State chooses not to describe or become SACWIS compliant, the CWS-NS project will receive a reduced level of Federal funding as a non-SACWIS project.	<p>The State is taking the following steps with the intent to become SACWIS compliant:</p> <ul style="list-style-type: none"> • Formed a state/county workgroup comprised of CWS-NS project team members, Office of Systems (OSI) Consortium Management Unit (CMU), Leader Replacement System (LRS), Consortium IV (C-IV), California Work Opportunity and Responsibility to Kids Information Network (CalWIN), and affected counties. • Conducted workgroup kickoff meeting in May 2016. • Conducted workgroup meetings from May 2016 through August 2016. • Prepared Foster Care Eligibility Determination (FCED) solution specifications template. • Prepared FCED solution evaluation criteria. <ul style="list-style-type: none"> ○ Criteria will be reviewed by SAWS consortia staff to facilitate refinement of cost estimate • Currently conducting a gap analysis to compare current SAWS business processes against the minimum level of automation required to support end-to-end FCED business processes.
Inconsistent WIFI Connection at Gateway Oaks	Loss of productivity, rework, and quality issues.	The vendor (Aruba) to install their system as a trial run before purchasing. We expect this system to fix most of the issues.